

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AT&T COMMUNICATIONS OF THE SOUTH CENTRAL)
STATES, INC.; MCI TELECOMMUNICATIONS)
CORPORATION; SPRINT COMMUNICATIONS)
COMPANY L.P.; AND WORLDCOM, INC.,)
D/B/A LDDS WORLDCOM)

COMPLAINANTS

v.

BELLSOUTH TELECOMMUNICATIONS, INC., D/B/A)
SOUTH CENTRAL BELL TELEPHONE COMPANY)

DEFENDANT

CASE NO. 95-396

ORDER TO SATISFY OR ANSWER

BellSouth Telecommunications, Inc., d/b/a South Central Bell Telephone Company ("South Central Bell") is hereby notified that it has been named as defendant in a formal complaint filed on September 6, 1995, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, South Central Bell is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 14th day of September, 1995.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

AT&T COMMUNICATIONS OF THE SOUTH CENTRAL STATES, INC.;)
MCI TELECOMMUNICATIONS CORPORATION; SPRINT)
COMMUNICATIONS COMPANY L.P.; AND WORLDCOM, INC., d/b/a)
LDDS WORLDCOM)

Complainants

vs.

BELLSOUTH TELECOMMUNICATIONS, INC.,)
D/B/A SOUTH CENTRAL BELL TELEPHONE COMPANY)
Defendant)

RECEIVED
SEP 06 1995

PUBLIC SERVICE
COMMISSION

No. 95-396

JOINT COMPLAINT

AT&T Communications of the South Central States, Inc. ("AT&T"), MCI Telecommunications Corporation ("MCI"), Sprint Communications Company L.P. ("Sprint") and WorldCom, Inc., d/b/a LDDS WorldCom ("LDDS WorldCom"¹, collectively referred to herein as "Petitioners"), hereby file this Joint Complaint, pursuant to 807 KAR 5:001 Section 12, against BellSouth Telecommunications, Inc., d/b/a South Central Bell Telephone Company ("BellSouth"), with respect to certain anti-competitive methods and procedures adopted by BellSouth regarding the implementation of the Commission's December 29, 1994 intraLATA presubscription order.

1. The Petitioners are duly authorized providers of telecommunications services in the Commonwealth of Kentucky. The Petitioners will soon become competitors of BellSouth in

¹ LDDS Communications, Inc. (d/b/a LDDSMetromedia Communications) recently changed its corporate name to WorldCom, Inc. (d/b/a LDDS WorldCom) and is in the process of notifying all appropriate agencies.

Kentucky for the provision of intraLATA presubscribed toll calls. AT&T has a principal office and place of business at 1200 Peachtree Street, N.E., Atlanta, Georgia 30309. MCI has a principal office and place of business at 780 Johnson Ferry Road, Suite 700, Atlanta, Georgia 30342. Sprint has a principal office and place of business at 3100 Cumberland Circle, Atlanta, Georgia 30339. LDDS WorldCom has a principal office and place of business at 515 East Amite Street, Jackson, Mississippi 39201.

2. BellSouth Telecommunications, Inc., is a Georgia corporation doing business in the Commonwealth of Kentucky under the name of South Central Bell Telephone Company, with its principal office and place of business in Kentucky located at 601 West Chestnut Street, Louisville, Kentucky 40203. BellSouth is a public utility engaged primarily in furnishing local exchange and intraLATA toll telephone service in the Commonwealth of Kentucky.

3. By order dated December 29, 1994, in Administrative Case 323, the Commission ordered the implementation of intraLATA toll service on a presubscribed basis. On October 22, 1995, certain of BellSouth's central offices in Kentucky are scheduled for conversion to intraLATA equal access.

4. For the past several months, the Petitioners and other interexchange carriers ("IXCs") have been negotiating in good faith with BellSouth concerning the details of implementing intraLATA presubscription in Kentucky. Despite

the objections of the participating IXCs, BellSouth intends to implement certain unreasonable and discriminatory practices and procedures associated with the implementation of intraLATA presubscription. BellSouth intends to leverage its position as the monopoly provider of local telephone service to discriminate in favor of its own competitive services. If allowed to go into effect, BellSouth's proposed practices and procedures will impede the development of competition, deny customers the right to make a fully informed decision about their choice of intraLATA service providers and frustrate the intent of the Commission's Orders of March 29, 1990, May 6, 1991 and December 29, 1994 herein.

5. Specifically, BellSouth proposes to leverage its position as the monopoly provider of local telephone service, by adopting certain anti-competitive practices, including, but not limited to:

(a) implementing procedures, as set forth in its "IntraLATA Presubscription Customer Contact Information", a copy of which is attached hereto and incorporated by reference herein as Exhibit "A", that will unfairly enable it to market its intraLATA service to customers who call BellSouth to establish new local exchange service or to add a line, prior to advising the customer that other choices of intraLATA carriers are available. In addition, BellSouth's service representative script in Exhibit A at page 2 inadequately defines the intraLATA calling area as calls to

"cities in nearby communities/locations" instead of limiting the description to calls "outside of the basic local calling area." Furthermore, BellSouth intends to utilize customer data that it obtains as a result of being the monopoly provider of local exchange service to market its intraLATA service to customers who call BellSouth for other reasons (e.g., repair service) and who have not selected BellSouth as their carrier for intraLATA toll calls. In specific instances and as an overall tone, Exhibit A encourages BellSouth customer service representatives to make a "sales pitch" on every call with potential or existing local exchange service customers that they should select or retain BellSouth as their intraLATA carrier. If implemented, these procedures will give BellSouth an unfair advantage, impede other carriers' ability to compete for intraLATA customers, and, thereby, stifle competition;

(b) charging each existing customer a primary interexchange carrier ("PIC") change fee to initially select an intraLATA carrier other than BellSouth during presubscription. BellSouth also proposes to charge customers separate interLATA and intraLATA PIC change charges when the customer selects an interLATA and intraLATA carrier at the same time. This procedure will unjustly incent such customers to remain with BellSouth;

(c) placing on customer bills and in telephone directories messages that mislead customers into thinking that BellSouth is the "owner" of intraLATA toll traffic and

that are inadequate to inform customers (i) that they have a choice of intraLATA toll carriers, (ii) which carriers they may choose, and (iii) when they will incur PIC change charges;

(d) being the default carrier for those customers who are either undecided or who choose the no PIC option, instead of establishing a process that would fairly assign these customers to an intraLATA carrier;

(e) implementing discriminatory operator call completion procedures if the customer wishes to place an intraLATA operator toll call as opposed to an interLATA operator toll call. BellSouth does not intend to inform the customer that the call the customer desires to place is an intraLATA toll call and offer the customer the choice of having the call placed by the customer's designated intraLATA toll carrier, which BellSouth should be required to do. These discriminatory procedures unfairly leverage BellSouth's provision of local operator service to maximize BellSouth's intraLATA operator toll traffic; and

(f) routing 411, 1+555-1212 or HNPA+555-1212 directory assistance calls to itself, complete those calls and bill the customer BellSouth's directory assistance rates. BellSouth should be required to direct 1+555-1212 and HNPA+555-1212 directory assistance calls to the customer's presubscribed intraLATA carrier. BellSouth currently directs FNPA+555-1212 directory assistance calls to the customer's presubscribed interLATA carrier for

completion and billing. If BellSouth is allowed to implement discriminatory directory assistance connection procedures and, potentially, discriminatory call completion procedures after connection to directory assistance, BellSouth will be able to unfairly leverage the provision of directory assistance to market its intraLATA toll services.

6. As noted in paragraph 5(a) above, BellSouth has proposed procedures for new local exchange service customers and existing local exchange service customers who wish to add a line at their location. BellSouth has not identified the procedures it plans to follow for "moving customers", that is, an existing BellSouth local exchange service customer who moves to another location in BellSouth's local exchange territory. These procedures need to be identified and approved by the Commission before the intraLATA equal access implementation process begins.

7. Despite numerous attempts over the past several months by the Petitioners and the other IXC's to negotiate with BellSouth for fair, reasonable and nondiscriminatory methods and procedures to effectuate the implementation of intraLATA equal access, including the implementation of intraLATA equal access of public and semi-public pay telephones, the negotiations have reached a stalemate on the issues set forth in this Joint Complaint.

8. Prior to the negotiations reaching a deadlock with respect to the above issues, including the details of implementing intraLATA equal access for public and semi-

public pay telephones, BellSouth filed changes to its Non-Traffic Sensitive Revenue Requirement and IntraLATA Equal Access Cost Recovery Tariff, effective July 1, 1995, that, among other things, provides that the owner of public and semi-public pay telephones has the right to select the primary carrier for intraLATA toll calls. This provision is in direct conflict with the present interLATA presubscription method whereby the premises owner selects the primary carrier for interLATA long distance calls. Sprint, AT&T and MCI filed motions on June 19, 20 and 27, 1995, respectively, to intervene in BellSouth's tariff filing which the Commission granted by order dated June 30, 1995, in Administrative Case 95-285.

9. The Commission has set a procedural schedule in Administrative Case 95-285 for the intervenors to file written comments. Because the issues raised in this Complaint and in Administrative Case 95-285 arise out of the negotiations between BellSouth and the Petitioners and the other participating IXC's relating to the practices and procedures for implementing intraLATA equal access on fair, reasonable and nondiscriminatory basis in accordance with the Commission's December 29, 1994 Order in Administrative Case 323, it would be administratively efficient for the Commission to combine these matters for consideration and decision in the same proceeding. Therefore, Petitioners respectfully request that the Commission join this Complaint with Administrative Case 95-285 and revise the procedural

schedule to set these matters for hearing at the earliest possible date.

WHEREFORE, based on the foregoing reasons and given the imminent conversion date of BellSouth's central offices for the implementation of intraLATA equal access, the Petitioners respectfully request the Commission combine this Joint Complaint with the BellSouth tariff filing docket, revise the procedural schedule in Administrative Case 95-285, set these matters for hearing on an expedited basis and require BellSouth to implement presubscription practices and procedures that are in the best interest of consumers and that are nondiscriminatory, fair, just and reasonable to all providers of intraLATA toll service.

Dated this 6th day of September, 1995

Respectfully Submitted,

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Exhibit A

BELLSOUTH
TELECOMMUNICATIONS ©

Richard B. Robertson
Sales Vice President

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Birmingham, Alabama 35243

SN91080957

June 16, 1995

TO: Interconnection Customers

SUBJECT: 1+ IntraLATA Presubscription - Customer Contacts

In our May 18, 1995 IC Workshop, we committed to provide you revised information concerning the procedures BellSouth would use in customer contacts in the IntraLATA Presubscription environment, as well as the procedures currently used in the InterLATA environment.

Enclosed is a document with scripts or other educational information for the various departments within BellSouth with employees who handle direct contact with end users for both the IntraLATA and InterLATA environments. The only changes in the IntraLATA procedures discussed in the May 18, 1995, workshop are those to be used by the Equal Access Service Center. There have been no other changes to the IntraLATA procedures. This information will be covered again in the IC Workshop scheduled for July 20, 1995.

Please refer any questions regarding this subject to your BellSouth Account Team Representative or Michael Hurst at 205 977-1103

Sincerely,

Michael D. Hurst for
Enclosure

DRAFT

BELLSOUTH

**INTRALATA PRESUBSCRIPTION
CUSTOMER CONTACT INFORMATION**

THIS DOCUMENT SUPERSEDES ALL PREVIOUS VERSIONS

JUNE 1995

BELLSOUTH

INTRALATA PRESUBSCRIPTION CUSTOMER CONTACT INFORMATION

- 1) Customer Operations Units
 - Consumer Services
 - Small Business Services
 - BellSouth Business Systems
- 2) IPOS
 - Public Communications
 - Interconnection
 - o Enhanced Service Providers
 - o Independent Payphone Providers
 - o Equal Access Service Center
 - Operator Services
- 4) Network

BELLSOUTH

INTRALATA PRESUBSCRIPTION

CUSTOMER CONTACT INFORMATION

CUSTOMER OPERATIONS UNITS

BELLSOUTH
CUSTOMER CONTACT INFORMATION
CUSTOMER OPERATIONS UNITS

CONSUMER, SMALL BUSINESS, BELLSOUTH BUSINESS SYSTEMS

NEW CUSTOMER (Meaning N and T orders) -

To and from RAO D/F Disconnect

Order of sales negotiation

- 1) Local and vertical sales (same as today)
- 2) IntraLATA
- 3) InterLATA (same as today)

Approach on IntraLATA

- Generic explanation that customer has a choice of carrier to carry calls to nearby communities
- BST also carries those calls
- BST offers its services
- Ask customer if they would like to know the names of the other companies who carry these calls
 - o If yes - read names in random order (including SB/SCB)
 - o If no - PIC to BST

EXISTING CUSTOMERS

Approach on generic inquiry

- o Explain customer has choices
- o Explain BST offers the service

New add.

N & T Customer Handling

Up Front _____ Statement (New customer adding a line)

Mr./Mrs. Customer due to recent changes in the competitive area/environment you now need to choose a carrier to carry calls you make to * cities in nearby communities/locations.

Southern Bell will be happy to continue to handle your calls for you. We offer volume discount and there is no calling plan to sign up for.

I also have a list of other companies who can carry these calls. Would you like me to read the list to you?

Use this table to determine action to take.

If customer responds . . .	Then you will . . .	And . . .
Yes	Read names of available carriers	enter/select chosen carrier for order
No	Thank customer for allowing us to be carrier of choice	populate/select BST LPIC of 0377 & LPCA of "BO" (bus ofc)
I'm not sure	Explain that we will carry calls to nearby communities until notified of any change in customer's choice.	populate/select BST LPIC of 0377 and LPCA of "UN" for undecided and advise no charge will apply for order issued to designate initial PIC selection
What are volume discounts?	Explain volume discounts	populate/select customer's choice of carrier

*Nearby communities/locations are defined as calls made outside of the local call area.

Following are some guidelines to which we will adhere:

- Never provide information about a particular carriers' services, rates or other information which could influence customer's choice.
- Do not express preference for one carrier over another.
- Do not discuss vertical services at same time you are discussing intraLATA.

Listed below are example and non-example situations.

- EXAMPLE Customer asks, "Who has the lowest rates?" SR must advise that he/she does not know this information.
- NON-EXAMPLE Customer requests rate comparison information. SR states that the TV commercial mentioned that South Coast was lots cheaper than Dynamics.
- EXAMPLE Customer asks, "Who do you recommend?" SR responds that he/she can not offer any recommendations.
- NON-EXAMPLE Customer asks, "Who do you use?" SR responds, "AT&T".
- EXAMPLE Now that we have finished discussing your call arrangements let's get a telephone number for you.
- NON-EXAMPLE SR says "Let's go ahead and choose your community carrier while you're thinking about your decision on the other calling features."

Existing customers can call us or one of the carriers. When they call us we should use the following chart to decide what action to take.

If customer request is . . .	Then you will . . .	Then . . .
Generic	Explain to the customer he/she has choice of carriers. Make a sales pitch to the customer for them to keep BST as their LPIC.	Issue order with selected choice.
Keep BST	Review _____ to see if NPA NXX already converted. -----	-----
--	If NPA NXX has converted . . . -----	Issue "R" order. Change LPCA from "DF" to "BO" -----
	If NPA NXX has not converted . .	Issue ??????
LPIC for Specific Carrier	Explain he/she has choices. Explain BST offers service. Make a sales pitch for customer to keep BST as their carrier.	Issue order with selected choice.
For List of Carriers	Refer customer to ??????	XXXXXX

PRESUBSCRIPTION

CUSTOMER CONTACT SCRIPTS

INTERLATA ENVIRONMENT DISCLOSURE STATEMENTS

CURRENT WORDING

CUSTOMER OPERATIONS UNITS

EQUAL ACCESS DISCLOSURE STATEMENTS

A. UP-FRONT STATEMENT (RSC/BSC/VPC)

"SCB/SB will be handling long distance calls within your calling zone, you need to choose a Long Distance Carrier to handle calls made to places outside your SB/SCB calling zone. I have a list of companies serving your address, if you'd like for me to read them to you."

When the request is for a Federal Government account, the contact personnel may ask the following questions of the person placing the order: Will you be making a choice of the Long Distance Carrier or has that choice been made by someone else? If the person placing the order indicates that he/she will be making the choice, then the contact personnel should continue with the disclosure statement.

If the person is not authorized to make the choice, no further disclosure is necessary.

As soon as the subscriber indicates he/she understands the up-front statement and chooses a Carrier, no further disclosure is necessary.

The subscriber is advised to contact the selected Carrier to establish a billing account.

Should the subscriber indicate he/she is not familiar with Equal Access or does not understand your request, the following statement is given:

DISCLOSURE STATEMENT (RSC/BSC/VPC)

"You live in an area where you can choose a Primary Carrier to handle and bill calls you make outside your calling zone. If you do not choose a primary carrier and you want to place 1+ or 0+ calls outside your area, a special access code will be required from the company you wish to handle the call. The companies available are _____."

- o Offer carrier information from COFFI/CARRIER Screen.
- o The subscriber is advised to contact the Carrier to establish an account.

NOTE: Do not refer customers to U. S. Sprint unless customer requests Sprint telephone number.

B."UNDECIDED" DISCLOSURE STATEMENT (RSC/BSC/VPC/ONLY) <----

When the subscriber is undecided about a Carrier selection and requests to "shop" for a Carrier, provide the following statement:

"Mr.Subscriber, since you are not ready to select a Preferred Long Distance Company, you cannot complete 1+ or 0+ calls outside your SB/SCB calling area. It will be necessary for you to use an access code from the company you want to handle these calls. You will be restricted from reaching a long distance company operator when dialing 00- and SB/SCB will no longer provide operator assistance in reaching a long distance Carrier for the completion of an interLATA call. Also you must dial 10XXX+0 to reach an interLATA operator. The calls you will be able to complete are:

- 1+ or 0+ calls within SB/SCB's calling area,
- Calls to 800 and 900 numbers
- Calls to Directory Assistance
- 0 dialed calls to reach SB/SCB's operator

The subscriber may contact different Carriers for rates and/or other information prior to making a PIC choice.

The subscriber is advised to contact the selected Carrier, once a choice is made to establish and account.

IMPORTANT! Advise subscriber that a PIC change charge will not apply when a preferred Carrier is selected.

NOTE: If a subscriber requests to be connected to an interexchange carrier and that interexchange carrier is participating in Operator Transfer Service (OTS) SB/SCB's Operators can hand off that call. The Carriers support this service with per-call fees. Refer to Operator Transfer Service Operating Standards for more information.

C. "NON-QUOTE" DISCLOSURE STATEMENT

When a subscriber selects a Carrier that is listed on the "Non-Quote/Non-Negotiate" screen in COFFI/CARRIER Screen, the following disclosure statement should be provided:

"Mr. Subscriber, (name of IC) is providing a service in your area; however, it is a unique type service, (describe service from description on screen) and requires you to negotiate the service with them directly. The Carrier's telephone number is _____.

The subscriber must be advised that another preferred Carrier selection (or PIC NONE) must be made in order to process the order for local telephone service and that a PIC change charge is applicable if the PIC is changed to the "Non-quote" IC later.

If a subscriber placing a T&F order is presently PICed to the non-quote IC and the IC is serving the new address, use the following statement:

"Mr. Subscriber, my records show your present Long Distance Co. is (name of PIC on record). Do you wish to keep this Carrier as your preferred Carrier at your new address?"

If the subscriber wants to keep the same PIC, the order should be generated with the non-quoted IC.

NOTE: PIC NONE is not applicable for Public/Semi-Public.

D. "EQUAL ACCESS - T&F" - DISCLOSURE STATEMENT (Applicable only if same Carrier Available)

"Mr. Subscriber, my records show that your present Long Distance Company is _____. Do you wish to keep the same Carrier at your new address?"

- IF YES: "Please call (Carrier of record) to change your address and (if applicable) telephone number."

"REFER FOR BILLING" - Subscribers selecting a Long Distance Company must be advised to contact that company to establish a billing account.

E. "PIC NONE" - DISCLOSURE STATEMENT (RSC/BSC/VPC ONLY)

When the subscriber does not want a Preferred Long Distance Company, provide the following statement:

"Mr. Customer, since you have not selected a preferred Long Distance Company, you cannot complete 1+ or 0+ calls outside your SB/SCB calling area. It will be necessary for you to use an access code from the company you want to handle those calls. You will be restricted from reaching a Long Distance Company operator when dialing 00 - and SB/SCB will no longer provide operator assistance in reaching a long distance Carrier for the completion of an interLATA call. Also, you must dial 10XXX+0 to reach an interLATA operator. The calls you will be able to complete are:

- o 1+ or 0+ within SB/SCB calling area,
- o Calls to 800 or 900 numbers,
- o Calls to Directory Assistance,
- o 0 dialed calls to reach a SB/SCB operator."

The subscriber is advised:

"Should a preferred company be chosen at a later date, you should contact the Long Distance Company chosen, to establish an account and to submit the subscription order. A PIC change charge is applicable at that time."

F. "NON-NEGOTIATE IC" DISCLOSURE STATEMENT

When "Non-Negotiate" is reflected on the COFFI/CARRIER Screen, our Contact Personnel will quote that IC along with all of the other listed Carriers in the normal manner. If a subscriber requests the "Non-Negotiate" the Contact Personnel must advise the subscriber that this Carrier has requested that Southern Bell/South Central Bell not accept orders for them and that the subscriber should contact the Carrier. Explain to the subscriber that in order to process their request for local service, the subscriber must make another Carrier selection or choose the non-Presubscription option. Explain that a PIC change is applicable to change to the "Non-Negotiate" Carrier selection, if the Carrier submits an order on the subscriber's behalf at a later date.

Exception:

T&F order, if subscriber already has the "Non-negotiate" Carrier and is moving in the same wire center, the Contact Personnel may issue the order using that same IC.

DISCLOSURE STATEMENT

"Mr. Subscriber, (name IC) is serving your area but requests that you call them directly to discuss service arrangements. Their telephone number is _____."

BELLSOUTH

INTRALATA PRESUBSCRIPTION

CUSTOMER CONTACT INFORMATION

IPOS

PUBLIC COMMUNICATIONS

BELLSOUTH
CUSTOMER CONTACT INFORMATION
IPOS
PUBLIC COMMUNICATIONS

IntraLATA Presubscription Disclosure Statement

Southern Bell/South Central Bell will be handling long distance calls made from the Public/Semi-Public telephone located on your premises which are to points within your Southern Bell/South Central Bell calling zone. You will need to choose a long distance carrier to handle 0+ dialed calls made from the pay telephone to points outside your Southern Bell/South Central Bell calling zone. I have a list of companies serving your area if you would like me to read them to you.

PRESUBSCRIPTION

CUSTOMER CONTACT SCRIPTS

INTERLATA ENVIRONMENT DISCLOSURE STATEMENTS

CURRENT WORDING

IPOS

PUBLIC COMMUNICATIONS

EQUAL ACCESS DISCLOSURE STATEMENTS

UP-FRONT STATEMENT (PUBLIC/SEMI-PUBLIC)

"You need to choose a Long Distance Company to handle 0+ dialed calls from the Public/Semi-Public telephone on your premises to points outside your Southern Bell/South Central Bell calling zone. I have a list of companies serving your address if you would like for me to read them to you."

DISCLOSURE STATEMENT (PUBLIC/-SEMI-PUBLIC)

"Your Public/Semi-Public telephone is located in an area where you should make a choice of a Long Distance Company to handle 0+dialed calls made from this telephone to points outside your South Central Bell/Southern Bell calling zone. The companies available are:_____."

BELLSOUTH

INTRALATA PRESUBSCRIPTION

CUSTOMER CONTACT INFORMATION

IPOS

INTERCONNECTION

ENHANCED SERVICE PROVIDERS

N & T Customer Handling

Up Front _____ Statement (New customer adding a line)

Mr./Mrs. Customer due to recent changes in the competitive area/environment you now need to choose a carrier to carry calls you make to * cities in nearby communities/locations.

Southern Bell will be happy to continue to handle your calls for you.

I also have a list of other companies who can carry these calls. Would you like me to read the list to you?

Use this table to determine action to take.

If customer responds . . .	Then you will . . .	And . . .
Yes	Read names of available carriers	enter/select chosen carrier for order
No	Thank customer for allowing us to be carrier of choice	populate/select BST LPIC of 0377 & LPCA of "BO" (bus ofc)
I'm not sure	Explain that we will carry calls to nearby communities until notified of any change in customer's choice.	populate/select BST LPIC of 0377 and LPCA of "UN" for undecided and advise no charge will apply for order issued to designate initial PIC selection
What are volume discounts?	Explain volume discounts	populate/select customer's choice of carrier

*Nearby communities/locations are defined as calls made outside of the local call area.

Following are some guidelines we must adhere to:

- Never provide information about a particular carriers' services, rates or other information which could influence customer's choice.
- Do not express preference for one carrier over another.
- Do not discuss vertical services at same time you are discussing intraLATA.

Listed below are example and non-example situations.

- | | |
|-------------|--|
| EXAMPLE | Customer asks, "Who has the lowest rates?" SR must advise that he/she does not know this information. |
| NON-EXAMPLE | Customer requests rate comparison information. SR states that the TV commercial mentioned that South Coast was lots cheaper than Dynamics. |
| EXAMPLE | Customer asks, "Who do you recommend?" SR responds that he/she can not offer any recommendations. |
| NON-EXAMPLE | Customer asks, "Who do you use?" SR responds, "AT&T". |
| EXAMPLE | Now that we have finished discussing your call arrangements let's get a telephone number for you. |
| NON-EXAMPLE | SR says "Let's go ahead and choose your community carrier while you're thinking about your decision on the other calling features." |

Existing customers can call us or one of the carriers. When they call us we should use the following chart to decide what action to take.

If customer request is . . .	Then you will . . .	Then . . .
Generic	Explain to the customer he/she has choice of carriers.	Issue order with selected choice.
Keep BST	Review _____ to see if NPA NXX already converted. -----	-----
	If NPA NXX has converted . . . -----	Issue "R" order. Change LPCA from "DF" to "BO" -----
	If NPA NXX has not converted . .	Issue ?????
LPIC for Specific Carrier	Explain he/she has choices. Explain BST offers service.	Issue order with selected choice.
For List of Carriers	Refer customer to ?????	XXXXXX

PRESUBSCRIPTION
CUSTOMER CONTACT SCRIPTS
INTERLATA ENVIRONMENT DISCLOSURE STATEMENTS
CURRENT WORDING
IPOS
ENHANCED SERVICE PROVIDERS

—
The information exhibited in the Customer Operations Units section of this document beginning on COU INTER Page 1 is also used in the ESP Center for InterLATA customer contacts. Please reference that section of the document for details.

BELLSOUTH

INTRALATA PRESUBSCRIPTION

CUSTOMER CONTACT INFORMATION

IPOS

INTERCONNECTION

INDEPENDENT PAYPHONE PROVIDERS

N & T Customer Handling

Up Front _____ Statement (New customer adding a line)

Mr./Mrs. Customer due to recent changes in the competitive area/environment you now need to choose a carrier to carry calls you make to * cities in nearby communities/locations.

Southern Bell will be happy to continue to handle your calls for you.

I also have a list of other companies who can carry these calls. Would you like me to read the list to you?

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No	Thank customer for allowing us to be carrier of choice	populate/select BST LPIC of 0377 & LPCA of "BO" (bus ofc)
I'm not sure	Explain that we will carry calls to nearby communities until notified of any change in customer's choice.	populate/select BST LPIC of 0377 and LPCA of "UN" for undecided and advise no charge will apply for order issued to designate initial PIC selection
What is volume	Explain volume discounts	populate/select customer's choice of carrier

*Nearby communities/locations are defined as calls made outside of the local call area.

Following are some guidelines to which we will adhere:

- Never provide information about a particular carriers' services, rates or other information which could influence customer's choice.
- Do not express preference for one carrier over another.
- Do not discuss vertical services at same time you are discussing intraLATA.

Listed below are example and non-example situations.

- | | |
|-------------|--|
| EXAMPLE | Customer asks, "Who has the lowest rates?" SR must advise that he/she does not know this information. |
| NON-EXAMPLE | Customer requests rate comparison information. SR states that the TV commercial mentioned that South Coast was lots cheaper than Dynamics. |
| EXAMPLE | Customer asks, "Who do you recommend?" SR responds that he/she can not offer any recommendations. |
| NON-EXAMPLE | Customer asks, "Who do you use?" SR responds, "AT&T". |
| EXAMPLE | Now that we have finished discussing your call arrangements let's get a telephone number for you. |
| NON-EXAMPLE | SR says "Let's go ahead and choose your community carrier while you're thinking about your decision on the other calling features." |

Existing customers can call us or one of the carriers. When they call us we should use the following chart to decide what action to take.

If customer request is . . .	Then you will . . .	Then . . .
Generic	Explain to the customer he/she has choice of carriers.	Issue order with selected choice.
Keep BST	Review _____ to see if NPA NXX already converted. -----	-----
	If NPA NXX has converted . . . -----	Issue "R" order. Change LPCA from "DF" to "BO" -----
	If NPA NXX has not converted . .	Issue ??????
LPIC for Specific Carrier	Explain he/she has choices. Explain BST offers service.	Issue order with selected choice.
For List of Carriers	Refer customer to ??????	XXXXXX

PRESUBSCRIPTION
CUSTOMER CONTACT SCRIPTS
INTERLATA ENVIRONMENT DISCLOSURE STATEMENTS
CURRENT WORDING
IPOS
INDEPENDENT PAYPHONE PROVIDERS

The information exhibited in the Customer Operations Units section of this document beginning on COU INTER Page 1 is also used in the IPP Center for InterLATA customer contacts. Please reference that section of the document for details.

BELLSOUTH

INTRALATA PRESUBSCRIPTION

CUSTOMER CONTACT INFORMATION

IPOS

INTERCONNECTION

EQUAL ACCESS SERVICE CENTER

Revised June 7, 1995

UNAUTHORIZED PIC SCRIPT
(Draft)

Following is the suggested script that will be used when a customer calls in claiming an unauthorized change in their carrier for IntraLATA calls:

Rep: BellSouth Equal Access Service Center, this is Jane Smith, how may I help you?

Customer advises that he/she is subscribed to Carrier XYZ incorrectly.

Rep: Mr./Mrs. Customer, I will be glad to assist you. What is your name, area code and telephone number?

Customer responds appropriately.

(The Rep accesses the customer's record to verify the PIC).

Rep: Mr./Mrs. Customer I have accessed your record. We show that an order was placed on your behalf by XYZ company indicating service was negotiated with them to handle your long distance calls to nearby communities inside of the South Central/Southern Bell calling area on (PCA Date). I have some questions to ask you for clarification.

Ask questions similar to the following:

- Did you request this change?
- Have you talked to anyone with XYZ company?
- Have you received any correspondence from XYZ company concerning a change to your service?

Customer responds appropriately.

Rep: I will be happy to change you back to your previous carrier at no charge to you. Mr./Mrs. Customer you have two options (only if Carrier participates in Expedited PIC Switchback) available to you.

Expedited PIC Switchback where applicable

We can credit the previous PIC change charge on your next month's bill and bill XYZ company appropriately.

Or

We can initiate an investigation and request proof of authorization which will take approximately six to eight weeks. At the end of this time should XYZ company provide some type of authorization, we will mail this information to you for validation. Should you dispute the validity, we will credit you the PIC change charge and bill XYZ company appropriately. If you do not dispute the validity, we will bill you the PIC change charge that was waived when we changed you back to your previous carrier.

Customer replies appropriately.

Rep: Mr./Mrs. Customer we will issue an order due today to change you back to your previous carrier. Is there anything else I can help you with today?

Customer replies appropriately.

Rep: Thank You for calling BellSouth Equal Access Service Center.

Revised June 7, 1995

UNAUTHORIZED PIC SCRIPT

Following is the script that is used today when a customer calls in claiming an unauthorized change in their carrier for InterLATA calls:

Rep: BellSouth Equal Access Service Center, this is Jane Smith,
how may I help you?

Customer advises that he/she is subscribed to Carrier XYZ incorrectly.

Rep: Mr./Mrs. Customer, I will be glad to assist you. What is your name, area code and telephone number?

Customer responds appropriately.

(The Rep accesses the customer's record to verify the PIC).

Rep: Mr./Mrs. Customer I have accessed your record. We show that an order was placed on your behalf by XYZ company indicating service was negotiated with them to handle your long distance calls outside of the South Central/Southern Bell calling area on (PCA Date). I have some questions to ask you for clarification.

Ask questions similar to the following:

- Did you request this change?
- Have you talked to anyone with XYZ company?
- Have you received any correspondence from XYZ company concerning a change to your service?

Customer responds appropriately.

Rep: I will be happy to change you back to your previous carrier at no charge to you. Mr./Mrs. Customer you have two options (only if Carrier participates in Expedited PIC Switchback) available to you.

Expedited PIC Switchback where applicable

We can credit the previous PIC change charge on your next month's bill and bill XYZ company appropriately.

Or

We can initiate an investigation and request proof of authorization which will take approximately six to eight weeks. At the end of this time should XYZ company provide some type of authorization, we will mail this information to you for validation. Should you dispute the validity, we will credit you the PIC change charge and bill XYZ company appropriately. If you do not dispute the validity, we will bill you the PIC change charge that was waived when we changed you back to your previous carrier.

Customer replies appropriately.

Rep: Mr./Mrs. Customer we will issue an order due today to change you back to your previous carrier. Is there anything else I can help you with today?

Customer replies appropriately.

Rep: Thank You for calling BellSouth Equal Access Service Center.

BELLSOUTH

INTRALATA PRESUBSCRIPTION

CUSTOMER CONTACT INFORMATION

IPOS

OPERATOR SERVICES

CUSTOMER CONTACT SCRIPTS

INTRALATA ENVIRONMENT

OTS CALL EXAMPLES

CALL 4

0-Coin/NCN/Cellular

CUST: "I want to make a call, connect me to XXX (a participating OTS carrier).

Operator transfers the call to the requested carrier and does not screen to determine if the call is an intraLATA call.

0-

CUST: "I want to place a call to (Columbus, GA)."

OPER: "What is the number, please?"

CUST: (Provides number to an intraLATA point)

Operator completes the call.

CALL 6

0-

CUST: "Operator, I want to place a conference call."

OPER: "I'm sorry, you will need to call the conference provider of your choice."

CUST: "OK, thanks."

CALL 14
0-

CUST: "What is XXX's (IC) access code?" (Carrier subscribes to OTS.)

OPER: "I'll be glad to transfer you to XXX. Just one moment."

Operator transfers to requested carrier.

CALL 15
0-

CUST: "What is carrier BBB's access code?" (Carrier does not subscribe to OTS.)

OPER: "I'm sorry I do not have that information. Please contact BBB's customer service number for that information."

CUST: "OK, thanks."

CALL 16
0+

CUST: "This is a collect call, my name is Susie."

OPER: "Thank you."

Operator processes the collect call as usual. The number rings 5 - 6 times.

OPER: "There is no answer. Please try your call later."

CUST: "Try another number for me. It's in New York."

OPER: "I'm sorry, that is not a Southern Bell call. Which carrier would you like to use?"

CUST: "YYY." (Carrier subscribes to OTS.)

Operator erases the first intraLATA number and connects the customer to the requested carrier.

CALL 18
0-

CUST: "I reached a wrong number calling XXX XXX XXXX(an intraLATA point). Can you give me credit?"

OPER: "I'm sorry you had trouble. I'll give you credit if your call was placed through Southern Bell. Would you like to redial your call?"

CUST: "Yes, thanks."

If the customer indicates the call was placed by an OTS participating carrier, offer to transfer to the carrier. If the customer indicates the call was placed by a non-participating OTS carrier, refer to the carrier's customer service number.

CALL 19
0- COIN

CUST: "I reached a wrong number calling XXX XXX XXXX(an intraLATA call) and the telephone kept my money."

OPER: "I'm sorry you had trouble. What company processed your call?"

CUST: "Southern Bell."

OPER: "Thank you, I'll give you credit and reconnect your call."

Operator gives equivalent service (one minute credit) and places the call.

If the customer indicates the call was placed by an OTS participating carrier, offer to transfer to the carrier. If the customer indicates the call was placed by non-participating OTS carrier, refer to the carrier's customer service number.

If the customer does not know what company placed the call, the operator should provide one minute credit for the initial period and process the call. The customer will be advised that Southern Bell is providing this service.

PRESUBSCRIPTION
CUSTOMER CONTACT SCRIPTS
INTERLATA ENVIRONMENT DISCLOSURE STATEMENTS
CURRENT WORDING
OPERATOR SERVICES

OTS CALL EXAMPLES

CALL 1 (0-COIN)

OPER: "Southern Bell, may I help you?"

CUST: "I reached a wrong number calling 2120897-4783 and the phone did not return my money." (If number is keyed IC will display.)

OPER: "I'm sorry, that is not a Southern Bell call. I will transfer you to an operator who can assist you."

Enter IC + 288 + START + POS RLS

If AT&T does not subscribe to OTS:

OPER: "I'm sorry, that is not a Southern Bell call. For assistance, please dial 102880."

After customer acknowledges, press CA CALL and POS RLS.

Call 2 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "I want to place a call to Seattle, Washington."

OPER: "I'm sorry, that is not a Southern Bell call. Which interexchange Carrier would you like to use?"

CUST: "I would like to use XXX." (Customer selects a non-participating IC.)

OPER: "I'm sorry, XXX does not participate in our operator transfer service. Please contact them directly by calling their customer service number."

CUST: "Do you have the number?"

OPER: "You may obtain the number from Directory Assistance (411)."

CUST: "Thank you."

OPER: "You're welcome." Press POS RLS.

Call 3 (0-HOTEL)

OPER: "Southern Bell, may I help you?"

CUST: "I want to place a call to 313-643-7234." (If number is keyed IC will display.)

OPER: "I'm sorry, that is not a Southern Bell call. Which Interexchange Carrier would you like to use?"

CUST: "I don't know."

OPER: "I can connect you to XXX, YYY, or CCC. Which would you prefer?"
(Operator must read all participating carriers on the list.)

CUST: "Connect me to YYY."

OPER: "Just a moment, I'll connect you."
Press IC + (IC code) + START + POS RLS.

Call 4 (0-COIN)

OPER: "Southern Bell, may I help you?"

CUST: "I want to make a collect call, connect me to XXX (an IC carrier)."

OPER: "What Area Code and number are you calling?"

CUST: "XXX-XXX-XXXX."

OPER: "Enter XXX-XXX-XXXX + START. (Call is IntraLATA.)
"This is a Southern Bell call. I'll be glad to assist you. May I have your name please?"

CUST: "Sandy Stone."

OPER: "Thank you." Complete the call as usual.

Call 5 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "How much is a call to New York?"

OPER: "I'm sorry, that is not a Southern Bell call. Which Interexchange Carrier would you like to use?"

CUST: "XXX." (Customer selects participating carrier.)

OPER: "One moment please, I'll be glad to transfer you." Press IC + (IC code) + START POS RLS.

Call 6 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "Operator, I want to place a conference call."

OPER: "I'm sorry, you will need to call the conference provider of your choice."

CUST: "Thank you."

OPER: "You're welcome." Press CA CALL and POS RLS.

Call 7 (0-Screen 79 Cellular Mobile)

OPER: "Southern Bell, may I help you?"

CUST: "Connect me to CCC."
(Customer requests a carrier subscribed to OTS.)

OPER: "What area code and number are you calling?"

CUST: "XXX-XXX-XXXX."

OPER: "Enter XXX-XXX-XXXX + START. (IC displays.)
"One moment, I'll be glad to transfer you." Press IC + (IC code) +
START + POS RLS.

Call 8 (Screen Code 88)

OPER: "Southern Bell, may I help you?"

CUST: "I reached a wrong number on a call to New Jersey. I deposited
\$1.85, can you return my money?"

OPER: "I'm sorry, that is not a Southern Bell call. Please check the
instruction card on the telephone for information concerning how to
obtain a refund."

CUST: "There is no instruction card here."

OPER: "I'm sorry, please dial "00" for further assistance."

CUST: "Thank you."

OPER: "You're welcome." Press CA CALL and POS RLS.

Call 9 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "I'm blind, can you assist me on a call to San Diego, California?"

OPER: "I'm sorry, that is not a Southern Bell call. Which Interexchange Carrier would you like to use?"

CUST: "ZZZ" (Carrier subscribes to OTS.)

OPER: "One moment, please. I'll be glad to transfer you." Press IC + (IC code) + START + POS RLS.

Call 10 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "I want to make a collect call to Mexico"

OPER: "I'm sorry, that is not a Southern Bell call. Which Interexchange Carrier would you like to use?"

CUST: "I don't know."

OPER: "I can transfer you to XXX,YYY or CCC. Which do you prefer?"

CUST: "Connect me to the cheapest one."

OPER: "I'm sorry, we do not have access to carrier rate information. I can transfer you to XXX,YYY or CCC. Which do you prefer?"

CUST: "Just connect me to the one you would use."

OPER: "I'm sorry, it will be necessary for you to select a carrier or dial "00."

CUST: "I don't know anything about carriers."

OPER: "Just one moment, I'll connect you to my supervisor."

Supervisor Note:

Advise the customer we do not have access to carrier rate information and it will be necessary for him/her to select a carrier. If the customer refuses to select a carrier, advise that you will be unable to complete a transfer and refer the customer to "00."

Call 11 (0-Coin Ind)

OPER: "Southern Bell, may I help you?"

CUST: "What do I dial to make a calling card call to London, England?"

OPER: "I'm sorry, that is not a Southern Bell call. Which Interexchange Carrier would you like to use?"

CUST: "XXX." (Carrier subscribes to OTS.)

OPER: "One moment, please. I'll be glad to transfer you."

Press IC + (IC code) + START + POS RLS.

-

Call 12 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "I was cut off on a call to Dallas, Texas."

OPER: "I'm sorry, that is not a Southern Bell call. Which carrier did you use to place your call?"

CUST: "BBB." (Carrier does not subscribe to OTS.)

OPER: "Please call BBB's customer service number for further assistance."

CUST: "Thank you."

OPER: "You're welcome." Press CA CALL and POS RLS.

Call 13 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "(Customer crying, extremely upset.)

"My child has been hurt and I'm trying to call my husband in Washington, DC. Please help me! Hurry!"

OPER: "I'm sorry that is not a Southern Bell call. Which carrier would you like to use?"

CUST: "I don't care. This is an emergency!"

OPER: (Connect to first IC on list).

"I will need to transfer you to another operator and my equipment will not allow me to stay on the line. Please advise the other operator you have an emergency."

CUST: "You're welcome. One moment, please." Press IC + (IC code) + START + POS RLS.

Call 14 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "What is XXX's (IC) access code?" (Carrier subscribes to OTS.)

OPER: "I'll be glad to transfer you to XXX. Just one moment."

CUST: "Thank you."

OPER: "Have a good day." Press IC + (IC code) + START + POS RLS.

Call 15 (0+)

OPER: "Southern Bell, may I help you?"

CUST: "This is a collect call, my name is Susie."

OPER: "Thank you." Enter correct class charge Number rings five- six times.

CUST: "Try another number for me. It's in New Orleans."

OPER: "I'm sorry, that is not a Southern Bell call. Which Interexchange Carrier would you like to use?"

CUST: "YYY." (Carrier subscribes to OTS.)

OPER: "One moment, please. I'll be glad to transfer you."
Press CLD + START to erase the intraLATA number. Press IC + (IC code)
+ START + POS RLS.

Call 16 (0-)

OPER: "Southern Bell, may I help you?"

CUST: "I need Directory Assistance in Dallas, Texas."

OPER: "I'm sorry, that is not a Southern Bell call. What carrier would you like to use?"

CUST: "XXX." (Customer selects a nonparticipating carrier.)

OPER: "I'm sorry, XXX does not participate in our operator transfer service. Please call their customer service number for assistance."

CUST: "OK."

BELLSOUTH

INTRALATA PRESUBSCRIPTION

CUSTOMER CONTACT INFORMATION

NETWORK

Background

The attached information provides Contact Personnel with various Questions and Answers regarding 1+ IntraLATA Presubscription filings.

- Description
- (Q1) My customers have been reading about 1+ IntraLATA Presubscription in the papers. What is it?
 - (A1) During the 4th quarter of this year, Florida and Kentucky customers will have a choice as to who carries their IntraLATA long distance calls.
 - (Q2) Will this become available to all Florida and Kentucky customers at the same time?
 - (A2) No, implementation will begin in the 4th Quarter of this year and must be completed by December 31, 1997.
-

- PIC
- (Q1) Does this mean there will be a PIC for IntraLATA and for InterLATA.
 - (A1) Yes, customers will be able to choose their IntraLATA carrier. BellSouth will have a PIC code to be used for IntraLATA, only.
 - (Q2) Will we be able to promote BellSouth to our customers?
 - (A2) This decision has not yet been made. Several scenarios are being addressed and Contact Personnel will be advised how to handle the two PIC environment in the next few months.
-

Presubscription IntraLATA

Customer Contact Scripts

IntraLATA Environment Wording

INTRALATA

CARRIERS/REPAIRS SERVICE INQUIRIES STATEMENTS

When a request is received from a Carrier/Repair Service personnel for Toll Restrictions information, the Contact Personnel will review the subscriber's records for the Toll Restriction USOCs and provide the following answer:

"Yes, the subscriber has ordered a service for Toll Restriction"

OR

"No, the subscriber's line is not Toll Restricted."

If the Carrier/Repair service asks if a line is restricted for intraLATA service the Contact Personnel may use the following statement:

"Yes, the subscriber has ordered a service that will restrict intraLATA calling."

OR

"No, the subscriber has not ordered a service that will restrict intraLATA calling." If the Carrier/Repair Service requests any other information concerning the subscriber's Toll Restriction service, it must be explained that the Carrier/Repair Service must contact the subscriber for additional information.

NOTE:

The Contact Personnel must verify that the Carrier/Repair Service personnel making the request is the Carrier on the subscriber's record.

OPTIONAL SERVICES

FULL DISCLOSURE STATEMENTS ARE REQUIRED IN CONNECTION WITH THE RECOMMENDATION OR SALE OF ALL OPTIONAL SERVICES.

OPTIONAL SERVICES ARE DEFINED AS ANYTHING BEYOND THE ACCESS LINE, CALC AND OTHER APPLICABLE MANDATORY CHARGES.

WHILE CALLING CARDS HAVE NO MONTHLY RATE OR CONNECTION CHARGE, THEY MUST BE NEGOTIATED WITH THE CUSTOMER AND THE APPLICABLE POINTS OF FULL DISCLOSURE COVERED.

CONTACT PERSONNEL MUST:

1) Clearly communicate to customers the optional nature of each optional service that is recommended ordered.

- 2) Provide a clear description of each optional service recommended or ordered.
- 3) Provide the rate charged for each optional service recommended or ordered.
- 4) Make sure the customer understands that optional services are not required to obtain basic telephone service.
- 5) Make sure the customer understands that optional services can be canceled at any time without a cancellation charge.
- 6) (SERVICE PLANS ONLY) Advise there are exclusions which will be detailed on the first bill. Cover the exclusions if requested by the customer.

*THESE PROCEDURES APPLY IN ADDITION TO ANY REQUIREMENTS MANDATED IN YOUR STATE.

There's a simple solution to meeting these guidelines:

- Be straightforward and totally honest with every customer
- Promise only what you can honestly deliver

OPENING STATEMENT

"Mr. Customer, we have a Service Plan which provides for our determining whether a telephone service problem is with your inside wiring or jacks or with and individual set. The Service Plan provides for Southern Bell/South Central Bell to maintain or repair all inside telephone wiring associated with basic services excluding damage caused by fire, acts of God, riots, acts of war, gross negligence, willful damage, vandalism or wire not meeting Southern Bell's/South Central Bell's technical standards or installation guidelines. The Service Plan does not cover repair of telephone equipment. The plan is optional. You may choose to maintain the inside wiring and jacks yourself. The charge for the plan is \$_____ a month. Would you like me to order the Plan for you?"

CLOSING STATEMENT

"Thank you for subscribing to the Service Plan. You will receive on your telephone bill a statement outlining the terms and conditions of the Service Plan. Please review the statement and if you agree to such terms and conditions, then pay the charge. Payment will indicate your acceptance of the terms and conditions for the Service Plan."

INTERLATA PRESUBSCRIPTION
NETWORK

CARRIERS/REPAIRS SERVICE INQUIRIES STATEMENTS

When a request is received from a Carrier/Repair Service personnel for Toll Restrictions information, the Contact Personnel will review the subscriber's records for the Toll Restriction USOC's and provide the following answer:

"Yes, the subscriber has ordered a service for Toll Restriction" OR "No, the subscriber's line is not Toll Restricted."

If the Carrier/Repair service asks if a line is restricted for interLATA service the Contact Personnel may use the following statement:

"Yes, the subscriber has ordered a service that will restrict interLATA calling." OR "No, the subscriber has not ordered a service that will restrict interLATA calling." If the Carrier/Repair Service requests any other information concerning the subscriber's Toll Restriction service, it must be explained that the Carrier/Repair Service must contact the subscriber for additional information.

NOTE:
The Contact Personnel must verify that the Carrier/Repair Service personnel making the request is the Carrier on the subscriber's record.

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FULL DISCLOSURE STATEMENTS ARE REQUIRED IN CONNECTION WITH THE RECOMMENDATION OR SALE OF ALL OPTIONAL SERVICES.

OPTIONAL SERVICES ARE DEFINED AS ANYTHING BEYOND THE ACCESS LINE, CALC AND OTHER APPLICABLE MANDATORY CHARGES.

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- 2) Provided a clear description of each optional service recommended or ordered.

- 3) Provide the rate charged for each optional service recommended or ordered.
- 4) Make sure the customer understands that optional services are not required to obtain basic telephone service.
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OPENING STATEMENT

"Mr. Customer we have a Service Plan which provides for our determining whether a telephone service problem is with your inside wiring or jacks or with and individual set. The Service Plan provides for Southern Bell/South Central Bell to maintain or repair all inside telephone wiring associated with basic services excluding damage caused by fire, acts of God, riots, acts of war, gross negligence, willful damage, vandalism or wire not meeting Southern Bell's/South Central Bell's technical standards or installation guidelines. The Service Plan does not cover repair of telephone equipment. The plan is optional. You may choose to maintain the inside wiring and jacks yourself. The charge for the plan is \$_____a month. Would you like me to order the Plan for you?"

CLOSING STATEMENT

"Thank you for subscribing to the Service Plan. You will receive on your telephone bill a statement outline the terms and conditions of the Service Plan. Please review the statement and if you agree to such terms and conditions, then pay the charge payment will indicate your acceptance of the terms and conditions for the Service Plan."